NHU-PAC R.F.P. survey

The survey of NHU-PAC users distributed in April 2007 generated 374 responses. Below you can easily see the results of yes/no and rate-on-a-scale-of-1-to-5 questions. More than two dozen of the questions allowed open-ended comments. You can see a count of the number of respondents who wrote comments on particular questions and for several questions there were hundreds of answers. I have summarized the comments in a format that, while sometimes lengthy, still adds up to less than a quarter the size of the original, unedited list of comments. The process of grouping comments together and counting the number leaning this way or that is highly subjective. The numbers listed in the comments are there to give a sense of the relative quantity of remarks in one direction or another. It's likely different people looking over the same results would come up with different absolute counts but I think that the relative values are valid. On several questions I did not take the time to quantify remarks and you'll see terms like *some, many, several, a few, a handful*. Some questions generated so many disparate comments that I decided to list many of them as selected comments, trying to keep duplicate thoughts to a minimum and omit comments that did not address the question.

--David Harris, NHAIS Services

Which type best describes your library?

	Response Percent	Response Count
Public	78.3%	293
School (K-12)	12.6%	47
Academic	4.3%	16
Other	4.8%	18
answered question		**374**
skipped question		**0**

How many hours is your library open each week?

	Response Percent	Response Count
1 - 10	1.1%	4
11 - 20	6.2%	23
21 - 30	17.0%	63
31 - 40	29.1%	108
41 and over	46.6%	173
answered question		**371**
skipped question		**3**

What is your position within the library?
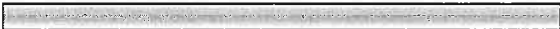
	Response Percent	Response Count
Director / Administrator	44.9%	168
Technical Services	10.2%	38
ILL	11.8%	44
Public services	7.8%	29
Other (please specify)	25.4%	95
Many of the "other" responses could fit under one of the given choices: director/administrator (29), technical services (3), ILL (3), public services (37), and various combinations of the last three (19).	answered question	374
	skipped question	0

Do you use NHU-PAC's ILL features?

	Response Percent	Response Count
Yes (Please answer questions 5 - 16	77.4%	274
No (Please skip to Question 17)	22.6%	80
	answered question	354
	skipped question	20

How frequently are you unable to locate materials needed for ILL in the NHU-PAC?

	Response Percent	Response Count
Often	23.7%	64
Occasionally	51.5%	139
Rarely	23.7%	64
Never	1.1%	3
	answered question	270
	skipped question	104

What do you do if you cannot find materials in the NHU-PAC?

	Response Count
Checking holdings through OCLC's FirstSearch was mentioned most frequently. Some respondents use FirstSearch to see if colleges in NH (which could send materials through the van system) held materials while others use it to locate out-of-state holdings and do ILL through the mail (one mentioned a $3 charge for patrons). Next in order of preference was asking for titles through the NHAIS-ILL e-mail list. Checking online catalogs of Dartmouth, UNH, and sometimes other NH institutions which aren't well represented in the NHU-PAC is another option mentioned several times. Dartmouth was mentioned 19 times. Many respondents use Amazon.com to verify that what they're seeking exists and that spelling is correct, etc. Several consider purchasing items they can't get through ILL. A handful admit to giving up if they can't find what they want in the NHU-PAC. A couple mention using LoC's site. And here's one more approach: "Contact family member librarians in other NE states for ILL."	250
answered question	250
skipped question	124

The current ILL system sends an e-mail message to *you* when a request is unfilled. Are there notifications you'd like to receive at other steps in the ILL process?

	Response Percent	Response Count
No	87.4%	228
Yes (please specify)	12.6%	33
A message when the lending library fills/ships the item (filling and shipping are the same step in our current system) was requested by 14 respondents. Many wished the notification they get for unfilled requests was more specific as to the reason—notes from libraries that turned down the request can only be seen by logging into the system and checking the history of the specific request. A couple of respondents wanted reminders of outstanding requests (one remark: "Sometimes, a request winds its way through a lot of libraries, and it is a long time before you hear either way. Maybe a status email if say, two weeks have gone by?"). Two respondents wanted notification for each incoming request.		
answered question		261
skipped question		113

The current ILL system can send an e-mail to *patrons* when requested materials are received. Are there other patron notifications you'd like the system to send?

	Response Percent	Response Count
No	86.9%	226
Yes (please specify)	13.1%	34
Unfilled was the choice of 16 respondents. Seven wanted overdue notices. Two thought a notification to the patron when the lending library shipped the item would be useful. Two commented that the subject line on current system-generated messages is misleading so they don't use this feature. One wanted to be able to customize messages further: "For example...you have until ___ date to pick up material, your card needs renewing before picking up material or $__ fee must be paid before picking up."		
answered question		260
skipped question		114

ILL systems can be set up to require library staff to initiate requests or to allow patrons to place requests with staff mediation. Which arrangement do you prefer?

	Response Percent	Response Count
Staff initiation	82.3%	219
Patron initiation	5.3%	14
No preference	12.4%	33
answered question		266
skipped question		108
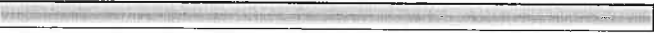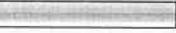
Do you use the ILL system's statistics?

	Response Percent	Response Count
No	40.1%	105
Yes	**56.1%**	147
Comments	24.4%	64
answered question		262
skipped question		112

Several said they get annual figures, some mentioning for use in town report. A handful check stats monthly. A few wished they could get a file that could be imported into a spreadsheet. Several pointed out that system stats leave out a lot because they don't count e-mail transactions, including a lot of book group activity. Others mention that the current display, which lists all libraries with a NHU-PAC account regardless of whether there's been any activity with them, is very confusing.

Prospective lenders are currently allowed 3 full days to respond to requests. Is this sufficient?

	Response Percent	Response Count
No	6.8%	18
Yes	**91.3%**	242
Comments	18.9%	50
answered question		265
skipped question		109

Opinions ranged from 24 hours is enough to wishing for a whole week. This is an issue that divides the big libraries from the smaller ones. Generally, among those answering "no," libraries with limited open hours want a longer period while those open more hours favor a shorter opportunity to respond. Still, there was one in the open-11-to-20-hours-a-week category that favored 2 days and one among over-40-hours libraries that said "I think 5 days might be more patron friendly." Several respondents felt that weekends and holidays shouldn't count. This comment sums up a dilemma posed by NH ILL protocols: "The only drawback is that although we're supposed to request from smaller libraries first, many aren't open many hours, so the request 'sits' too long."

Do you use NHU-PAC ILL to request journal articles?

	Response Percent	Response Count
No	**73.0%**	192
Yes	25.5%	67
Comments	22.4%	59
answered question		263
skipped question		111

"Rarely" and "occasionally" best described this use by those who said they used this functionality. EBSCO and Article Express were mentioned several times as preferred sources. One comment cited "low success rate" with current system. A few others found current system cumbersome for serial requests, particularly for requesting travel guides.

Do you use NHU-PAC to request AV materials?

	Response Percent	Response Count
No	13.1%	35
Yes	**86.9%**	233
	19.8%	53
answered question		268
skipped question		106

Several respondents used this space to express frustration over the fact that not all our ILL participants will lend AV materials. Some wished the system would either not display holdings of nonlenders (or perhaps color-code those holdings) or at least not allow them to be selected for the search string, others just wished all libraries would lend AV materials. It's not a system issue but here's one comment along these lines: "we need to do more to encourage lending of av by those who now restrict it based solely on FORMAT - if restricted because of local demand, etc, that is fine." A few respondents pointed out that lenders aren't always looking closely at the format on incoming requests—they see a title and grab the book off the shelf and ship it when an audiobook is what's sought. A couple mentioned the difficulty of narrowing searches for AV materials in the current ILL program.

Do you use the NHAIS-ILL e-mail list to request materials?

		Response Percent	Response Count
No		32.1%	85
Yes		66.4%	176
Comments		31.3%	83
		answered question	265
		skipped question	109

The majority who chose to comment use the e-mail list for specific circumstances, most commonly for multiple copies needed for book groups (being able to place these requests through the system would considerably cut down on traffic on this list). Many also mentioned using e-mail for items not available in NHU-PAC (and OCLC, specified by two respondents) and two respondents mentioned using it to request current travel guides (no doubt because of the challenge of requesting them through the NHU-PAC). "Too bad we cannot access emails via NHU-PAC" is also reflected in answers to other ILL questions—a desire by a few to be able to generate e-mail contact through the NHU-PAC.

Which aspects of NHU-PAC ILL work well for your library?

	Response Count
	185
answered question	185
skipped question	189

Most who chose to answer this question were generally happy with the current system. The importance of the van system was mentioned several times. Six respondents liked being able to specify a search string for lending libraries.

Selected comments:
-All except periodicals.
-combined use of NHU-PAC OPAC for item search, followed by ISBN search in ILL request module
-Having a tracking system.
-I like the checkboxes for the request sequence, but it would be even better if the libraries could be sorted by van delivery dates! This system is so much more superior than Vermont's that it is a treat. It is easier to find items in the regular NHU-PAC interface than in the ILL one; I wish they could be combined.
-I really like being able to change the route sequence. I can request items from libraries nearby on the van route and receive them the next day.
-Identification of our library patron very helpful.
-It's way better than the last system. Though it would be nice to set a permananent request string as we could in the old system, but with easily changed routing as with current system.
-Our patrons are delighted with it, especially being able to search the NHU-PAC themselves, make lists of books they want which they then e-mail to me for ILL. These lists contain links to the record, which makes it very easy for me to get the book they want.
-Wonderful to find books in other libraries. Helps us to weed our collection.

Which aspects of NHU-PAC ILL work poorly for your library?

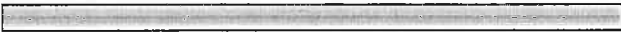|	Response Count
	194
answered question	194
skipped question	180

Frustrations with searching came up often: "A requested title should be the first titles to appear in the search list - I have often had to search thru a [long] list of items that have nothing to do with my request." "Advanced searching under interlibrary loan doesn't have enough options." "Want an option to type exact title for the search." Mentioned in many comments: the difficulty of distinguishing formats (including abridged/unabridged editions in the case of audiobooks), placing multiple requests for a single title, having to type 6-digit transaction numbers over and over, the way a transaction status is changed as soon as a number is submitted (there's no "confirm action" screen), and the random order in which holding libraries are displayed. Another source of frustration that received several mentions: "A/V request. we waste time requesting materials from libraries that do not lend." Also mentioned several times was the reliance on HSA codes: "Hard to change sequence of library lenders. I have to write down the codes in the order I want, because the library names don't appear next to their codes, at the rearranging step." There were a few requests for van information along these lines: "It would also be nice to know when the libraries have their van date. How about putting this in parenthesis next to the library name?!" A handful of respondents asked for live links to local catalogs so availability would be clear, one recognizing the challenge this would present but adding that something "like the First Search links to individual IPAC's would be a help." Easier navigation—not having to return to the Staff Menu page to change functions all the time—was requested a few times.

Selected other comments:
-when trying to change route sequence having lenders listed by code instead of actual name
-the request inquiry screen when listing many items such as Requests made TO your library is difficult to read and navigate
-No backwards button on some screens, no sort by format, need other options besides Not Available (discarded, circulating, lost, bindery, etc.).
-Would like to see van route # or name listed along w/library in section where potential lenders are check off.
-Would like request # to be preserved - so you could click on incoming request & have next screen be Staff Menu screen - when you select either Not Available or Ship, request # doesn't have to be typed in again.
-Allow the 'enter' button to work as well as 'ok'.
-Printout of requests - page layout not useful size
-I wish there were a simple way to sort adult titles from kids' in a search
-E-mail message when a request is unfilled should include the reason, when one is supplied, and maybe the result of the whole request string. I frequently 'request inquiry' to see at what libraries the item was checked out, at what libraries the request expired before being filled etc.
-Having patrons look up their own stuff is a pain. I would rather have a face to face conversation with them and then use all my detective skills to find them exactly what they need. More than once I have had patrons bring me items they 'swear they saw that Keene State had it' or something to that effect yet I can't find it.
-One thing I liked in the previous system was not having so many passwords.
-It would be helpful to have a link to the online directory on the yellow bar to the left of the menus, so I could contact someone quickly if I have a question about something to do with the loan & it's processing.
-It would be nice if the system would e-mail a request notification, not only a failure. There are days I don't have any requests, but I must take the time to check anyway and it is not very productive with limited staff having limited work hours.
-I do not like not being able to go back and change something when you make a mistake, for example if you type in the wrong number for an item as shipped, there is nothing you can do about it, even if you don't mark ok.
-In the Incoming Requests Review menu: Please use library name for the borrowing library instead of HSA code.   Please show the borrower's notes in that window already!! Too few people don't click on the item and then miss important notes such as book discussion dates etc.
-Please get rid of the extra step of Edit Patron Information- who needs this???
-I wish that the patron info could carry over from one search to another. I often have one patron with two, three, even five or six items that have been requested and I have to type in the info each time for each item.
-when looking at various books (the same title) I would like to go back to that title rather than to the top of the page
-I would like to see the ILL system default to the ISBN in the search function. [title keyword is current default search in ILL]
-sort all results, not just page by page
-It would be helpful to have a requested date due section when placing ILLs, and also a date due when sending ILLs.
-'refine search' cannot be done on ILL page
-even though we enter the NHU-PAC with a password specific to each library, I am amazed that we can inadvertantly change another library's ill transaction.

-Would like to be able to change status of request. Currently cannot change unfilled to ship if item comes in.
-Smaller libraries don't seem to have access to items unavailable in-state.
-The notices to patrons are not helpful. They are awkwardly worded. I also think most of the students delete them because the sender is not familiar.
-Dial up can take up to 8 minutes for a book! [because so many different pages like patron information and lender string must be loaded for each request]
-I would like to receive emails rather than login to see new requests.
-would prefer ISBN search were first/default, but not major issue

Do you use NHU-PAC's Holdings Maintenance features?

	Response Percent	Response Count
Yes - Please answer questions 18 -21.	66.7%	232
No - Please skip to Question 22	33.3%	116
answered question		348
skipped question		26

Do you use Holdings Maintenance to add holdings to the NHU-PAC?

	Response Percent	Response Count
Yes	86.2%	206
No	13.0%	31
Comments	13.8%	33
answered question		239
skipped question		135

Many of the comments here were about My List randomly dropping titles.
Selected comments:
-Easier call # entry would be helpful
-I'm very dissapointed in the turnaround time for my brief records. It seems to take MONTHS for many.
-We are recataloging our library using the state system.

Do you request printing of catalog cards through Holdings Maintenence?

	Response Percent	Response Count
Yes	9.3%	22
No	90.7%	215
Comments	5.1%	12
answered question		237
skipped question		137

One suggestion: "I would like a third option of just author and title card. We throw away a million subject cards."

Which aspects of NHU-PAC Holdings Maintenance work well for your library?	
	Response Count
	140
answered question	140
skipped question	234

Many who answered this question said "all" or "adding and deleting holdings." Several appreciated the batch add/delete functions. A substantial number also mentioned the ability to download MARC records for local use. Here's one comment: "Don't know what I'd do without it. I'm basically a 'one man show' here and very little cataloging would be done without this service. It's great to download 'real' records to our catalog." A couple of respondents appreciated the ability to request printing of catalog cards.

Selected other comments:
-I especially like the brief records/ request records option for those records that no one else has.
-I wish there were fewer steps and fewer things to click on.
-It is a good idea to provide a way to update the holdings while downloading records.
-It's wonderful to receive records 'on demand' and not wait for them to be sent from the State Library.
-Relatively easy to delete records, too...but very time consuming.
-That we can still use supercat with it is important. [presumably for editing records or printing cards]
-The fact that you are up-loading new books fast helps me to do my copy-cat cataloging faster. I like having the isbn #'s as a first search choice.
-The ability to 'add brief records' of items not found is appreciated, even though I often go to LC for the MARC records instead of waiting for an emailed file from the State Library.
-I am pleased we can add our local call number to make finding requests we receive easy.
-We have no in-house catalogue. Instead, we use the NHU-PAC, limiting the search to the holdings of our library, to track down a book in our collection. By making scrupulously sure that our holdings are accurate, this works well for us and saves us the expense and hassle of purchasing and maintaining cataloging software. Since we need to keep our holdings in NHU-PAC accurate for ILL purposes anyway, why bother with a second system, since our circulation isn't automated.
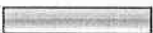
Which aspects of NHU-PAC Holdings Maintenance work poorly for your library?	
	Response Count
	133
answered question	133
skipped question	241
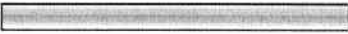
Problems with My List were mentioned more frequently than anything else: disappearing titles, retention of titles compiled in a previous session, forgetting to display the list before clicking on the Holdings Maintenance tab. Mentioned a few times was the way a list of records is sorted in Holdings Maintenance (by NHU-PAC Bib#): "I would like the holdings maintenance to list records in the order they were requested, as that is the way I have the books arranged on my cart as I search for the records. Currently, I have to rearrange them in the order that the h.m. lists them in order to continue to my next cataloging step." Another respondent suggested "the option of selecting an alphabetical order or a dewey # order" if having titles display in the order searched isn't possible. Some respondents singled out deleting holdings as working poorly. This step is essentially the same as adding holdings but perhaps the objections to the deletion process come from those who submit MARC records to NHAIS Services rather than using Holdings Maintenance to add holdings to the NHU-PAC. A few respondents wished they could use the batch add/delete holding functions for more than 30 titles at a time. Time-outs were mentioned as an issue for some.

Selected other comments:

-[Would like] Call #s automatically entered along with record.

-More logins would be useful for us [referring to searching passwords used to save lists]

-adding records

-sometimes there are two records that look exactly the same and it's unclear which record we want.

-Difficulty of downloading records.

-Having to frequently wait until a holding finally shows up in NHU-PAC, or having to eventually fill out the abbreviated records and then wait for that to show up in the catalog.

-Authority control could be better.

-I dread submitting brief records.

-I wish there was an easier way to add holdings.

-I would like a log off button so it was clearer that I was logging off just Holdings Maintenance.

-I would like a notes field in 'Add Brief Records' so I can say it's part of such and such series or illustrated by so and so, or other things.

-It would be nice to be able to import right to a database.

-Limits on the number of Marc records downloaded at one time

-Annoying having to log in constantly. It would be more helpful if the system saved a cookie to my computer so I didn't have to continually log in. The cookie could be set to expire in an hour or two for security purposes.

-I wish there were a way to delete our holdings by sending you a file of our deletions. We are finding it impossible to keep up with deleting records from the NHU-PAC after deleting them from our catalog. It is far too time-consuming a process.

-Saving lists should be easier.

-It'd be nice if the items were all on one page and you don't have to go back and forth adding holdings one at a time. Sometimes something screws up and you can't tell where you are in the process. Also it would be nice if you could EDIT an item if, say, the call number needs to be changed rather than have to remove it and add it back in with the correct info.

-Logging in to save list is hard for some staff. Not logging in and sometimes you lose your list.

-There are too many steps from creating the list & transferring it to H.M. & multiple passwords. I cannot just go back to My List after adding titles without having to re-enter yet another password.

-When adding [holdings] individually, if you have to go back to the list it doesn't show you which items have been entered already.

-When an item is not in the system - too much typing & poor follow-up. Maybe if you had us enter ALL the MARC record info and used it, or else a link to First Search to identify the exact record?

-Would like to be able to add call number information to items in a list and then download the MARC records, keeping the call number intact.[local call numbers are not included in MARC exports from the NHU-PAC]

Does your library have an automated catalog?

		Response Percent	Response Count
No		20.1%	66
Yes		79.9%	262
	answered question		328
	skipped question		46

Do you download MARC records from the NHU-PAC?

		Response Percent	Response Count
Yes		48.5%	149
No		51.5%	158
	answered question		307
	skipped question		67

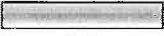| Is there a change we could make that would make you more likely to use MARC records from the NHU-PAC?	
	Response Count
	109
answered question	109
skipped question	265

Thirty-three respondents said "no" (this was strictly an essay question, not a yes/no/comment question). Many others said something along the lines of don't know/don't understand it/didn't know you could do that/need training. A few mentioned getting records from book vendors or from a database tied into their automation system. One wanted records to be available more quickly; another suggested "Have more MARC records??". A couple respondents mentioned locating records in NHU-PAC and transcribing some cataloging information rather than downloading records. There were two comments about the difficulty of searching the NHU-PAC, in one case specifying audios. A couple of respondents disliked the step of exporting a file of records which could then be imported into their local systems; they prefer the cut-and-paste capability built into Spectrum (and possibly other systems) which allows them to find records on the Library of Congress site (and possibly others), copy the text to the clipboard, and paste it into a blank MARC form on their local systems. Another concern: "The ability to add our local call number before downloading the MARC records would be great!"—of course, catalogers can add call numbers to their NHU-PAC holding before downloading but that information is not included in the file they export from the NHU-PAC; only the bibliographic record is downloaded, no information from the item record is included.

Selected other comments:
- MARC records can always be improved. I have a program called MARC Magician that cleans records as they are imported. I have found that there are errors in tags and fields of the records we download from NHU-PAC that could be addressed with a customizable program like this.
- NHU-PAC is my first choice for downloading records even though it is not the easiest choice. The cataloging is accurate and complete; I am able to add holdings to NHU-PAC as I import them. Icing on the cake: 1. A list of NHU-PAC holdings for our library filtered by date would be VERY helpful!   2. A warning that a material I have just entered is already listed would save time.
- No-- we are a small library and will continue to code our records by hand. We especially like the chance to put in our own subject headings for non-fiction items.
- no: never enough staff to do anything that thakes much time
- Not unless you add more law libraries.
- we are beginning to automate....when I am more familiar with the software I may download MARC records from NHU-PAC, but the autocatalog feature of the software we use can search major libraries throughout the world, and unfortunately NHU-PAC isn't one of the choices
- We do use them, but wish there was a way to 'clean up' the older records in the NHU-PAC. Adding authority control would be WONDERFUL.
- We have a lot of cataloging anomalies that have accumulated over the years. So it's easier for us to stick with our own 'system'

If your library has a website, is there a link to the NHU-PAC on it?		Response Percent	Response Count
Not applicable		25.5%	78
Yes		38.9%	119
No, why not?		35.6%	109
		answered question	306
		skipped question	68

Several respondents said they hadn't thought of it but will consider adding a link. A few mentioned that town/city/school policy restricts or prevents outside links on their websites. No control over the library website was an issue for a few. One mentioned "have not loaded all our holdings into the automated catalog" as a reason for no NHU-PAC link. Eight respondents mentioned an existing link to the State Library's website (where the NHU-PAC is two clicks away from the homepage) and a couple mentioned links to NHewLink. Then there's this: "The catalog is not very friendly to patrons. There are records in there with no holdings, there is not way to easily limit to our library, the holdings listing are random and impossible to read through (not sorted alphabetically)." Six others also mentioned the NHU-PAC's non-user-friendly interface as a reason for not linking to it. And: "if you could create an interface where only our library's holdings would come up, I would create a link." One more comment: "I just put it on - I don't know why I didn't before, although if patrons know an item is available at a particular library, they think they can either pick it up directly, or that it will come immediately on ILL because it is close by."

Do you use the NHU-PAC to find materials in your own library?		Response Percent	Response Count
No		73.4%	235
Yes		24.7%	79
Comments		22.5%	72
		answered question	320
		skipped question	54

Very few do this on a regular basis but 11 mentioned using it when their local system was out of service. Some, without their own online catalog available offsite, use the NHU-PAC when they're not at the library and suggest the NHU-PAC as a resource for patrons who like to check from home whether the local library holds a certain title. One respondent mentioned using the NHU-PAC to check on branch holdings while two more use it to check holdings in another section of the library (e.g., libraries where juvenile and adult catalogs are separate). Several respondents mention something along the lines of "only a fraction of our holdings are on NHU-PAC" as a reason they don't rely on the database even as a backup but one does use the NHU-PAC sometimes because "Older holdings may not be listed in our card catalog but for some reason are in NHU-PAC."

Selected other comments:
-If there were item-level information in NHU-PAC, it would be more useful for finding materials in our library and in other NH libraries. Holdings-level information is not enough.
-Also I use it a lot when buying books to see if other NH lib.s have bought a particular book. It sometimes causes me to buy or not buy a particular book.
- Since we are not automated but have most of our holdings in NHU-PAC (with the call number!), it's neat, easy and nifty...
- usually because NHU-PAC records have contents notes that our OPAC does not have, e.g. short story collections.

When connecting to the NHU-PAC, the first page displays an ISBN search as the default. Would you like to see something else as the default search?

	Response Percent	Response Count
No	61.3%	185
Yes (please specify)	38.7%	117
answered question		302
skipped question		72

A title search is the clear winner among those who wrote comments, with 66 mentions. That includes a few who specified "exact title" or "title browse" or "title keyword" (the last getting more mentions than the other two). A title and/or author search was suggested by another 9 respondents. A couple wished to have the list of search options customizable. A few would rather go straight to the Adavanced Searching page. Broad keyword was favored by 8 while just plain "keyword" was mentioned by 9. One asked for ISBN browse rather than ISBN keyword: "That way if an ISBN has parenthetical information after it, you won't get erroneous results." One more comment: "I prefer LC's basic search & advanced search pages. It's easier for patrons when all our search pages look alike."

Is there information in the NHU-PAC's records that can be seen in the current system only through MARC Display that you would like to see on another screen?

	Response Percent	Response Count
No	81.8%	202
Yes (please specify)	18.2%	45
answered question		247
skipped question		127

Call number was mentioned by 14 respondents with many specifying the Dewey classification number (field 082). Five respondents mentioned ISBNs (020), one of them specifying that this information does not appear on screens displaying multiple hits, a couple of others asking for all ISBNs, probably referring to the ILL program's limit of displaying only one ISBN on the availability screen. Another respondents mentioning ISBN specified that this information—along with the physical description (300)--should be included with other bibliographic information that appears in My List. There was also a comment calling for "more information in the ILL record." Three respondents asked to have the NHU-PAC record number displayed. LCCN (010) was favored by 2 respondents. Two asked for subject headings, one mentioning that these (as well as summaries) do not appear on screens displaying multiple hits. Several comments also referred to distinguishing formats, particularly CD vs. cassette, VHS vs. DVD, and regular vs. large print.

Selected other suggestions:
-024, 028 information [standard numbers including UPC and publisher number]
-reader [511, for audiobooks]
-cataloging library (ie DLC) [040a]
-copyright
-cost [020c]
-Edition info [250a]
-oclc# [001]

Which aspects of NHU-PAC searching work well for your library?	Response Count
	161
answered question	161
skipped question	213

More than 40 who answered this question said all or most aspects worked well or expressed general satisfaction with NHU-PAC searching. Of those who favored particular search types, ISBN was mentioned most frequently. Advanced (keyword) searching was mentioned by several respondents, with the format limits contained therein being singled out by some. Three respondents specified browse indexes. Others liked title, author (or a combination of those two, perhaps with the broad keyword search), and/or subject search capabilities.

Selected comments:
-Boolean search works really well.
-Browse indexes should be the default.
-easy for patrons to use
-Fic & Bio - I use this to improve the subj. cataloging for fic books - esp. the genre category. Excellent! [Syndetics enhanced content]
-So much bibliographic information available, for example, Library Journal reviews [Syndetics enhanced content], subject headings, call numbers.
-For cataloging, Z30.50 works okay.
-I like how there are separate search sites for different media [subtabs with built-in format limits on Advanced Searching tab]
-I like ISBN default in NHU-PAC OPAC, and would like it in ILL request mode, too.
-I like searching by isbn 10 or 13 and getting the records fast. If it is an odd book etc. I use the advanced search and can almost always find what I need.
-I like to use the NHU-PAC for collection development - helpful to know what high school & academic libraries own a resource.
-It is easy to use. This is what I use for my homepage because it is what I use most.
-Patrons often come in with a request (or list) that they have gathered from NHUPAC so we know the item exists and likely can be borrowed. They've done some of the work for us already!
-Searching by OCLC number and numbers appearing on material.
-sort by date is how I find Cds & DVDs
-Sorting by pub date or titles, etc.
-The book reviews are VERY helpful [Syndetics enhanced content]. I also like being able to 'browse records'.
-For our cataloger finding the subject headings for original cataloging is very helpful.
-The images of the materials are very useful when not certain of title information.
-Very quick to get in to. I often look things up while patron is asking.
-We also download images [Syndetic enhanced content], when available for our Post Perfect Program.

Which aspects of NHU-PAC searching work poorly for your library?	Response Count
	172
answered question	172
skipped question	202

"Incredibly poor search engine. I cannot say enough bad things about it. For example, when you type in an exact title, that should ALWAYS be the first item that pops up. Instead, random items that have one or two words of your search pop up first, and somewhere on page 11 is the book you were looking for." Although fewer people responded to this question than to the question about which aspects of ILL work poorly, some very strong feelings came through in the comments here about two issues: too many hits for many searches with results listed in no particular order and the lack of forgiveness on spelling. Just a sample along these lines:

-Often, when I enter a title, no matter how uncommon the words, 8-10 seemingly unrelated titles will come up first, and I often have to troll quite a ways to get to the desired title. I usually have a patron looking over my shoulder, and I don't think they are given much of a sense of confidence (nor am I) that the system will indeed find what we search for.
-It is too literal. Take a page from Amazon or Google, and let it not be absolutely that the title, or name needs to be 100%. It would keep us from having to use Amazon and Google all the time to get the titles.
-The 'simple search' often takes too long and returns too many hits. Not going to the closest possible title (Even our Follett system does that).
-Searching which brings up 100s of records to go through is tedious.
-basic searching -> too many non related titles
-should identify best match 1st
-Seem to get alot of titles that do not remotely resemble the one we have entered. Or we get nothing if the spelling or wpording is slightly wrong.
-Searching for something when you're not exactly sure what you want is a pain. Even when you search for an exact title you never know what weird things will show up first. That is why I get around all this quickly by searching for what I want in amazon.com in one window then cutting and pasting the ISBN into the NHU-PAC search field. This is especially helpful when the patron has the author's name or title just slightly off.
-Seem to get alot of titles that do not remotely resemble the one we have entered. Or we get nothing if the spelling or wpording is slightly wrong.
-If you aren't exact sometimes its a problem
-It is sometimes very unhelpful that a title search for an item with 'Faiths' in it won't come up if you search for 'Faith'.
-It's too picky about spelling
-Need more 'forgiveness' on spelling errors & missing words. Not all citations received are accurate!
-No allowance for spelling errors (authors esp.) -- Amazon-type search is more 'user friendly' & forgiving.

Amazon.com was mentioned by 5 respondents as a model to follow for listing search results. Problems with My List losing titles were mentioned several times. A couple of respondents were dissatisfied with the way serials holdings are displayed—in most cases it's not apparent what range of dates libraries hold. Other issues that came up more than once: "An indication of availability--such as clear indication of Reference and non-circ materials, and non-lending status of some media (depending on location) would be a help." "need limits to be more specific - example: visual materials & kits is too broad." Some of the answers to this question related only to ILL searching; these have been disregarded as they generally duplicate comments on question 16 (Which aspects of NHU-PAC ILL work poorly for your library?).

Selected other comments:

-Any way to program results to display in copyright date order (newest first...?
-Author and subject are worthless
-Finding juv materials or age appropriate.
-HATE the browse title or author searching.
-Having to do all forms of searching before deciding that book is nowhere & needs to be added. Should be able to find same book no matter what search we use.
-Locating by category: audio, video, travel,juvenile, adult, historic works
-not being able to quickly pull up just our library holdings when adding or deleting and having either to use the advanced search or scrolling through long lists of data in order to find one listing at a time

-Refined search: It would save me considerable time if I could reset the defaults in the refined search text boxes to data most helpful to me. I would like to be able to reset the text boxes to (1)ISBN OR (2)Title AND (3)Author and have these preferences remain until I have completed searching all materials.
-search screen lists oldest dates first - prefer newer things first
-Should be able to eliminate more from results ie fiction, children, dates pub.
-How about media types that mean something to users?
-Sever is slow. Dynix is clumsy; not enough info all on one screen, therefore too much jumping back & forth from screen to screen and handwriting notes.
-some fields aren't searchable, would like all fields searchable for certain keyword combination searches, e.g. publisher, medium.
-Some staff and patrons find difficult to use-I think the interface may be intimidating. One staff member in particular will use Amazon.com instead when a patron is unsure of an author/title.
-An annoying blip is the page jumping back up to the top if you start scrolling through the list before the download is complete.
-The database still has duplicate records, records without holdings, etc.
-The delay in finding new records
-The delimiters on the advanced searching page could be placed higher up, and using HSA code to search a particular library limits this type of search to staff. Is there a way to get an alphabetical drop-down list instead? I think that would be helpful for searches by patrons.
-The inablity to search for an exact copy by Barcode. Or to use NHU-PAC as a way to find call numbers if our automation system is down.
-The way searching isn't linked to ILL
-a lot [of holdings] don't have clasification / call #s listed.
-When numerous libraries hold items, it is difficult to look through the titles [on displays of multiple hits]

Are there any searches you would like to be able to do in NHU-PAC but find impossible or difficult in the current system?		Response Percent	Response Count
No		55.9%	133
Yes (please give example(s) of specific search(es))		44.1%	105
	answered question		238
	skipped question		136

This was another question that brought out frustrations with too many search results. Finding AV and LP materials was mentioned by many respondents—it's not clear whether they're referring to ILL searches (which do not offer these format limits) or other parts of the NHU-PAC as well. Six respondents asked for exact word or exact title searches, one specifying that this would be welcome in the ILL program where browse searches aren't an option. Eight respondents mentioned finding travel guides as a challenge: "if the date could be shown on screen it would be helpful." The way some travel guides are cataloged as serials and some as monographs was noted as an issue—the ILL program requires separate searches for these different material types.

Selected other comments:
-1. Limit searches to titles actually available for ILL -- leave out UNH titles, NHAIS training titles, etc. 2. Cross-reference old & new versions of subj heads so search of one version retrieves all, e.g. Afro-Americans also gets African Americans. Ditto the various subj head systems, e.g. Sears & LC.
-advanced searching in the ILL mode
-articles
-better series searching (some sort of aftermarket product perhaps, the MARC record info isn't adequate for series')
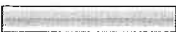-graphic novels, dvd, video, bot, boc, and magazine marc info

-Have english as a language limiter. (it helps when you look for a work that is originally in a different language but you need a translation into English)
-I wish we could search NHU-PAC like we can FirstSearch: author/title, 3,2,2,1, etc.
-I would like to be able to limit my search to just juvenile materials or just adult materials.
-I would like to see if the item is checked in at that library without opening the library's catalog.
-limiting title includes to only the words you type would greatly reduce search time & unrelated hits.
-Most recent serials, also fiction series' order.
-Natural language, similar author names, related subjeccts. 'see also' references.
-Search by barcode. (Because item-level information is not available.)
-Searches similar to Amazon.com where it will offer alternative spellings to your search-useful when patron is unsure of an author.
-I have found that I can put a patron's own words into the search field of amazon.com and come much closer, much faster than ANY search in NHU-PAC. And- more important, now that I think of it, amazon is providing me with a plot summary and editorial comments that help decide if it's really what the patron needs, whereas NHU-PAC only lets you know what the catalogue card would say. So basically, I use amazon as a search engine and then transfer to NHU-PAC only for actually ordering the item.
-Sub field C of 245 [statement of responsibility—not indexed in current system]
-Would like to be able to set global defaults, e.g., search only one library

Do you use an operating system other than Microsoft Windows?

	Response Percent	Response Count
No	95.5%	300
Yes (please specify)	4.5%	14
Six respondents were on a Mac platform, one had both Windows & Mac, one Linux, and one both Windows & Linux.	answered question	314
	skipped question	60

Which Internet browser do you prefer to use?

	Response Count
Internet Explorer was the champ with 139 exclusive mentions. A few others mentioned IE in combination with other browsers, mostly Firefox. Firefox had 68 exclusive mentions while Mozilla (presumably Firefox) was mentioned by itself 12 times. Safari (Apple) had 5 exclusive mentions, as did Netscape. Several said they had to use IE at work but preferred other browsers. A handful have no preference. Also mentioned as favorite Internet browsers: Yahoo, Google, and Gmail.	280
answered question	280
skipped question	94

Are you satisfied with the way the current system distinguishes different formats?

	Response Percent	Response Count
No	33.7%	92
Yes	64.1%	175
Comments	28.6%	78
answered question		273
skipped question		101

The issue of distinguishing large print from regular print and DVD from VHS and CD from cassette (and now MP3) came up frequently in comments on this question, as it did elsewhere. Several respondents asked for icons to identify these formats. A few asked for GMDs (245h) for all large print items (a few of our records for large print items already have this). Two asked for GMD to display in title browse results. Also requested: "Audiobooks should prominently indicate if they are abridgements or not." One respondent wanted paperbacks to be more identifiable in results. Separate from searching issues, one respondent said "It is hard to tell when a large print book is requested" and others complained of receiving the wrong format from what was requested, indicating users do not feel the ILL program makes the format clear to lending libraries.

Are you satisfied with the way the current system displays holdings?		Response Percent	Response Count
No		21.2%	60
Yes		75.6%	214
Comments		24.4%	69
		answered question	283
		skipped question	91

Alphabetical by town edged out alphabetical by library name as the way to display holdings (they're currently sorted by HSA code) among those expressing a preference, 7-6.

Selected other comments:
-first display is OK, but sortable display needs names, not just HSA codes; library call numbers should be encouraged, not discouraged
-I wish I didn't even see a title if there are no holdings.
-I wish results list would sort by the search field as a default; author search should sort by author, title sort by title, etc.
-I would love to see a dewey default # shown on the screen somehow.
-Regional display of holdings would be useful.
-maybe the larger, busier libraries could be displayed last since they always seem to get so many requests even tho smaller libs have the books too. We'd be glad to loan more books but don't seem to get as many requests
-Sometimes a one or two sentence description of the book might be helpful [Syndetics content includes summary but one must click link to see it—and enhanced content isn't available in ILL program.]
-why are the oldest first. It should be the newest so one does not have to sift thru all the old books to get to page 10 for the newer ones.
-Would like more specific info about lending policy - St Anslem College is willing to lend using ALA form on their web site.
-Would like to see some sort of system, that might rearrange the holdings to display the library that is signed in at the top, and then the other libraries as they are now. It would make deletions much easier.
-would prefer all on same page without having to click 'more on next page'
-would prefer to not have to scroll through every town that has the book. see towns/schools only if select the title [I presume this refers to display of multi-hit results in iPac.]

Is there something you would like the NHU-PAC to do that it currently cannot do?		Response Percent	Response Count
No		43.5%	103
Yes (please specify)		56.5%	134
		answered question	237
		skipped question	137

Again, a mechanism to facilitate requesting multiple copies of a single title was mentioned many times—20, to be exact. One respondent suggested a separate Submit Request button with a different color to achieve this. Here's the way another envisioned this feature: "mark the record you want and specify # needed and the system would track through until a sufficient # had been found available--with an e-mail saying which libraries had sent and if not enough available, that info sent in the same or another e-mail!" An exact title search was also among repeat requests, as were icons to help distinguish different formats. Also mentioned more than once: an easy way to limit by location, sometimes to a group of locations or to the user's own collection. Fuzzy searching in the manner of Amazon was mentioned a couple of times. There were several requests for more sophisticated searching or more thorough results displays that I assume apply to the ILL program as what was requested already exists in most parts of the NHU-PAC. Availability information was mentioned a few times.

Selected other comments:
-Forward ILL requests outside of state
-Cross-reference old & new versions of subj heads so search of one version retrieves all, e.g. Afro-Americans also gets African Americans. Ditto the various subj head systems, e.g. Sears & LC.
-initiate email contact, including ILL requests not made through NHU-Pac.
-Allow catalogers to download authority records to our local systems.
-allow lenders to post email to borrowers from - request status screen (i.e. late notices)
-Be able to delete holdings in a large batch mode.
-Be searchable by item records.
-Keep [ILL transaction] history around longer.
-Boradcast searching of other library catalogs for real-time availability searching.
-bring up most relevant title first
-Correct entry if [ILL] request # is processed incorrectly.
-Have an ILL module that supports subgroups.
-[in Holdings Maintenance] list the TITLES, not just the NHU-PAC bib #s of deleted list and not across the screen, but down so it is more easily read. Also define the # of the records deleted on that screen. And that is in the list that says 'thank you for deleting these holdings from NHU-PAC
-Go to the nearest spelling. Work with the enter key instead of only the mouse click [some screens in ILL program require mouse]. Go from screen to screen more quickly.
-I'd like it to restrict by library so that patrons could use it to search our library only or nearby libraries.
-Identification of libraries on our van rte.
-In GMILCS we had a program that could send a query to NHU-PAC of multiple ISBN and produce a list which you could export. I'd like for our two databases to communicate in such a way to make this possible again.
-It would be very helpful if I could set it to my library's symbol and just search there. It would limit the long searches quickly.
-link back to state website
-list libraries by lending restrictions
-log onto own location's data, have fewer steps to complete task, only have to enter username/password once, search multiple listings at one time and delete/add in batches
-More choices of why something cannot be sent--if it says 'not available'--I oftn call the library--sometimes it's just out.
-reserves, renewals, email messages to lenders and borrowers.
-Non-OCLC records should be included--for example, our most valuable local and historical information is not included in NHU-PAC. I guess the system could do it, the staff needs to be agreeable they belong there.
-On audio indicate unabridged/abridged
-Other programs allow patrons to request items from their home computers. I think this would be a wonderful service for our heavy users. [also suggested by one other respondent]
-rss feeds or alerts when items added that meet certain criteria
-search all fields with broad keyword search
-search for kids books separately from adult titles - is it possible?
-see the newest books on a topic first
-Take libraries that will not loan AV materials off the loan list.
-This :-) http://www2.lib.ncsu.edu/catalog/?Nty=1&N=0&Ntt=gnosticism&Ntk=Keyword
-Use google spell checking
voice prompts instead of keyboarding?
-When you check incoming requests you should be able to set ship/not available without going back to staff menu - options should be available when you click title to see details
-Would like more fields searchable, such as 260 and 300. [260a and 260b are already searchable]
-You could consider implementing a state-wide catalog with optional circ capabilities, allowing libraries the choice to work with a centralized, standardized system to replace out-dated in-house systems.

Would you recommend NHU-PAC's current system to others?

		Response Percent	Response Count
No		16.5%	44
Yes		**78.2%**	208
Comments		19.6%	52

Many of the comments were positive or neutral. Here are selected criticisms:
-Does not keep up with the times, repeated requests for changes are ignored for years, etc etc.
-Have never liked the animal logo for the NH catalog even though i understand it, it seems a bit demeaning to the NHU-PAC. Please change it when you introduce the next system.
-Horizon is a good system, but it's not being used to it's full advantage, in my opinion, by NHU-PAC.
-I have had experience with Connecticut's Request database. Updating our holdings in that was very easy - both for adds and deletes.
-Maybe if it used browser features and accepted key commands such as <enter>. Would like it to be more forgiving re: submitting ILL request - scared to death about clicking twice. :-)

answered question	266
skipped question	108

Please rate the importance of these features by checking the proper radio button.

	Not important	--	Somewhat important	--	Very important	Rating Average	Response Count
Ease of use	0.0% (0)	0.0% (0)	3.9% (12)	12.6% (39)	**83.5% (258)**	4.80	309
Keyword searching	2.3% (7)	1.0% (3)	13.3% (40)	24.3% (73)	**59.1% (178)**	4.37	301
Browse searching	3.4% (10)	6.1% (18)	26.6% (78)	29.0% (85)	**34.8% (102)**	3.86	293
Call number searching	16.3% (48)	20.4% (60)	**37.1% (109)**	17.3% (51)	8.8% (26)	2.82	294
Search limits for material type	3.1% (9)	4.1% (12)	23.1% (68)	25.4% (75)	**44.4% (131)**	4.04	295
Search limits for date	9.2% (27)	12.9% (38)	**32.7% (96)**	27.6% (81)	17.7% (52)	3.32	294
Search limits for holding location	11.2% (33)	15.9% (47)	**27.8% (82)**	20.0% (59)	25.1% (74)	3.32	295
Search limits for language	14.5% (42)	21.5% (62)	**33.6% (97)**	19.4% (56)	11.1% (32)	2.91	289
Search limits for adult vs. juvenile	7.8% (23)	12.5% (37)	**32.4% (96)**	27.7% (82)	19.6% (58)	3.39	296
Multi-copy ILL requests	6.6% (19)	9.7% (28)	17.0% (49)	19.7% (57)	**47.1% (136)**	3.91	289
ILL statistics	5.9% (17)	11.4% (33)	24.5% (71)	24.1% (70)	**34.1% (99)**	3.69	290
Tracking of ILL requests	3.4% (10)	2.0% (6)	9.2% (27)	21.5% (63)	**63.8% (187)**	4.40	293
Downloading MARC records	11.2% (32)	8.0% (23)	18.9% (54)	14.0% (40)	**47.9% (137)**	3.79	286
Adding/deleting holdings directly on system	4.2% (12)	1.4% (4)	7.3% (21)	19.8% (57)	**67.4% (194)**	4.45	288
Requesting catalog cards	**67.7% (191)**	12.8% (36)	12.1% (34)	3.5% (10)	3.9% (11)	1.63	282
Book reviews	17.8% (53)	17.8% (53)	**27.9% (83)**	24.9% (74)	11.4% (34)	2.94	297
Cover image displays	15.6% (46)	18.0% (53)	**26.1% (77)**	24.1% (71)	16.3% (48)	3.07	295
Table of contents displays	13.8% (40)	24.6% (71)	**29.8% (86)**	21.5% (62)	10.4% (30)	2.90	289
URL displays	15.1% (42)	26.6% (74)	**33.5% (93)**	17.6% (49)	7.2% (20)	2.75	278
Ability to sort results	2.7% (8)	2.7% (8)	13.4% (39)	24.7% (72)	**56.4% (164)**	4.29	291
					answered question		312
					skipped question		62